



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Frontier Communications - Midland, Inc.**  
**for quarter ending March 31, 2006**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	10.00	5.00	5.00	6.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	106.00 *	108.00 *	55.00	89.67 *
E. Percent of Service Installations [730.540(a)]	99.53%	93.48%	91.30%	94.77%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.78%	100.00%	100.00%	99.26%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.40	1.50	1.70	1.53
H. Percent Repeat Trouble Reports [730.545(c)]	6.56%	10.77%	12.33%	10.05%
I. Percent of Installation Trouble Reports [730.545(f)]	1.87%	4.35%	8.70%	4.97%
J. Missed Repair Appointments [730.545(h)]	7	7	0	5
K. Missed Installation Appointments [730.540(d)]	1	3	0	1

**Comments**



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